



REPUBLIC OF KENYA

**COUNTY GOVERNMENT OF TANA RIVER
PERFORMANCE CONTRACT**

BETWEEN

THE COUNTY CHIEF OFFICER

FOR

**THE DEPARTMENT OF PUBLIC SERVICE MANAGEMENT,
ADMINISTRATION, ICT, PROTOCOL, CUSTOMER CARE &
PUBLIC COMMUNICATION**

AND

THE DIRECTOR OF ADMINISTRATION

FOR THE PERIOD

1ST JULY 2025 TO 30TH JUNE 2026



PREAMBLE

This Performance Contract (hereinafter referred to as "Contract") is entered into between the County Department of Public Service Management, Administration, ICT Protocol, Customer Care and Public Communication (hereinafter referred to as the "Department") represented by The County Chief Officer (director) (together with its assignees and successors) of P.O. Box 29 – 70101, HOLA of the one part, and the County Chief Officer, County Department of Public Service Management, Administration, ICT, Protocol, Customer Care & Public Communication (hereinafter referred to as the "DIRECTORATE"), represented by the Director (together with its assignees and successors) of P.O. Box 29 - 70101, HOLA of the other part.

WHEREAS:

The Directorate is committed to ensuring that public offices are well managed and they are effective in delivering quality services to the public in line with provisions of the Constitution of Kenya;

The Department recognizes that the Directorate of Public Service Management, Administration, ICT, Protocol, Customer Care & Public Communication hold a key role in the implementation of the County priorities in order to improve the quality of life of the citizens and contribute to making Kenya globally competitive;

The purpose of this Performance Contract is to establish the basis for ensuring that efficient and effective services are delivered to the people of Tana River County in line with the provisions of the Constitution. The Directorate is required to adopt systems that enable innovativeness and adaptability of public services to the needs of users.

This Performance Contract therefore represents a basis for continuous performance improvement that meets the needs and expectations of the county residents.

Therefore, the parties hereto agree as follows:

PART I: Statement of Responsibility by the DIRECTOR

The Mandate of the Directorate as per the Executive Order No. 1 of 2022 is to:

1. Leverage public participation and enhance civic education in the County;
2. Coordinate decentralised units.
3. Oversee general Administration of County entities.

It is my responsibility to provide the required leadership in designing suitable plans and strategies that will contribute to high and sustainable socio-economic development.

It is also my undertaking that I will perform my responsibilities diligently and to the best of my ability to support the achievement of the agreed performance targets.

PART II: Vision Statement, Mission Statement and Strategic Objectives

a) Vision Statement

A vibrant, productive and responsive Department delivering quality services.

b) Mission Statement

To provide and coordinate public service functions for effective and efficient service delivery.

c) Strategic Objectives

The Directorate commits to: -

1. Provide efficient, effective and responsive services that meet the needs of the residents of Tana River.
2. Coordinate official County functions.
3. To foster positive relationship with citizen by building trust and transparency for improved service delivery.

Part III: Statement of Strategic Intent by the DIRECTOR

In carrying out my duties, I intend to put all my efforts towards contributing effectively and efficiently to the achievement of the County Development Agenda as espoused in the Kenya Vision 2030 and CIDP III, keeping in mind the specific priorities of the Directorate.

Bearing in mind the imperative of inclusivity, I will implement the following Strategic Intent during the contract period:

1. Promote inclusivity and improve on service delivery.
2. Develop Tana River County to access to Information Act.
3. Enhance citizen engagement and participation in devolved governance programs.

Part IV: Commitments and Obligations of the directorate

- a) Acknowledgement of receipt of correspondences and approval of requests are made within the timelines stipulated in the Citizens' Service Delivery Charter.
- b) Release of budgetary allocation within three (3) days after exchequer receipt. This is aimed at ensuring that the directorate utilises funds in a timely manner up to the sub county levels.

Part V: Reporting Requirements

The Directorate shall prepare and submit Monthly, Quarterly and Annual performance reports in the prescribed format to the designated agencies as specified in Section 2.9.3 of the County Performance Contracting guidelines for the purpose of monitoring progress and annual performance evaluation.

Part VI: Duration of the Performance Contract

The Performance Contract will run for one financial year from 1st July, 2025 to 30th June, 2026.

Part VII: Signatories to the Performance contract

For and on behalf of the Directorate:

Signature: 

Date: 11-12-2021 -

JULIUS JILLOH HIRIBAE

DIRECTOR OF ADMINISTRATION

For and on behalf of the County Department:

Signature: 

Date: 11/12/2021

MLUWA ABAE ALI

COUNTY CHIEF OFFICER

Witnessed by:

Signature: 

Date: 11/12/2021

ABDULLA HANTI KANCHORA

COUNTY EXECUTIVE COMMITTEE MEMBER

TANA RIVER COUNTY

Annex I: Performance Contract Matrix for the Department of Public Service Management, Administration, H T, Protocol, Customer Care & Public Communication

S.No.	Performance Criteria and Indicators	Unit of Measure	Weight (%)	Baseline/Status FY 2024/2025	Annual Target FY 2025/2026
A	Financial Stewardship				
	A1 Absorption of Allocated Funds (Voch)	%	3	92.31	100
	A2 Absorption of Externally Mobilised Resources	%	2	100	100
	A3 Absorption of Development Funds	%	2	2	100
	A4 Appropriation in-Aid	Ksh	1	432,000	390,000,000
	A5 Pending Bills Ratio	%	2	0.61	< 1
	Weight Sub-total		10		
B	Service Delivery				
	B1 Implementation of Citizens' Service Delivery Charter	%	3	75	100
	B2 Digitization of Government Services	%	3	100	100
	B3 Resolution of Public Complaints	%	2	100	100
	Weight Sub-total		8		
C	Institutional Transformation				
	C1 Development of County Planning Framework	%	3	70	100
	C2 Competence Development	%	3	100	100
	C3 Knowledge Management	%	2	100	100

	C4. Cascading of Performance Contracts	%	2	100	100
	Weight Sub-total		10		
D	Core Mandate				
	D1. Policy Development	%	15	100	100
	D2. Implementation of citizen service delivery	%	5	100	100
	D3. Cohesion and Peace Building Undertaken	%	10	100	100
	D4. National Celebrations Held	%	6	N/A	100
	D5. Inter-County Dialogue on Border Conflicts Undertaken	%	8	N/A	100
	D6. Recruitment and Deployment of Village Administrators Undertaken	No.	12	N/A	45
	D7. Disaster Management	%	2	100	100
	D8. Youth Empowerment Initiatives	%	2	100	100
	Weight Sub-total		60		
	Governor's Directives				
E	E1. Governor's Directives Implemented	%	2	N/A	100
	Weight Subtotal		2		
F	Affirmative Action in Government Procurement				
	F1. Access to Government Procurement Opportunities	Ksh.	2	11,918,352	7,245,000
	F2. Promotion of Local Content in Procurement	Ksh.	2	177,252,324	9,660,000
	Weight Subtotal		4		
G	Cross Cutting Issues				
	G1. Youth Internships/Industrial Attachments/Apprenticeships	No.	1.5	84	87

G2. Work Environment	%	1.5	91.68	100
G3. Compliance with Statutory Obligations	%	1	100	100
G4. Asset Management	%	2	100	100
Weight Sub-total		6		
Overall Total Weight		100		

ANNEX II: EXPLANATORY NOTES FOR THE PERFORMANCE TARGETS

A. FINANCIAL STEWARDSHIP

A1. Absorption of Allocated Funds (GoK)

The Directorate commits to absorb 100% of the budget of the FY 2025/26, comprising Recurrent Budget of Kshs. 73,045,000 and Development Budget of Kshs. 36,100,000 to programmes, projects and activities for which the funds were appropriated and planned for.

A2. Absorption of Externally Mobilized Resources

During FY 2025/26 the Director commits to absorb Ksh. 300,000 from Haki Yetu Organisation.

A3. Absorption of Development Funds

During the contract period, the Director commits to absorb 100% of the total Development Budget of Ksh. 36,400,000 comprising County Government Budget of Ksh. 36,100,000 and Externally Mobilized Budget of Ksh. 300,000.

A4. Appropriation-in-Aid

During the FY 2025/2026, the Director commits to mobilise Ksh. 300,000 from development partners through the Haki Yetu.

A5. Pending Bills Ratio

The Director commits to ensure that there will be no pending bills and if any, it will not exceed 1% of the actual budgetary allocation for the contract period, translating to Ksh. 361,000.

B: SERVICE DELIVERY

B1. Implementation of Citizens Service Delivery

The Director shall clearly communicate the service delivery standards to progressively improve customer experience (access, cost and turn-around-time for the services). During the FY 2025/2026, the Director commits to the following:

S/NO.	SUB-INDICATOR	TARGET	OUTPUTS
i.	Display the Citizens' Service Delivery Charter prominently at key entry/service delivery points in both English and Kiswahili using the prescribed format. For the purpose of visibility and legibility by the customers, the size of the Charter will at the minimum, be three feet in width and four feet in height, i.e. (3'x4'), with clearly visible font size of the contents.	10%	Displayed Citizens' Service Delivery Charter in English and Kiswahili.
ii.	Cascade the Citizens' Service Delivery Charter to all Directorates, Sub-County and Ward Offices by factoring realistic service turn-around timelines.	10%	Citizens' Service Delivery Charter cascaded to Directorates, Sub-County and Ward Offices.
iii.	Customize the Citizens' Service Delivery Charter to unique needs and convenient access of the customers, providing audio recordings and uploading the Charter on the County website.	20%	Citizens' Service Delivery Charter and audio recording of the Charter uploaded on the County website.
iv.	Sensitize all staff on the contents of the Citizens' Service Delivery Charter.	10%	Report on staff sensitization on Citizens' Service Delivery Charter.

v.	Ensure conformity with commitments and standards in the Citizens' Service Delivery Charter by establishing compliance to the commitments stipulated in the Charter through undertaking quarterly monitoring, analysing and compiling compliance quarterly reports.	50%	Quarterly compliance reports.
	TOTAL	100%	

B2. Resolution of Public Complaints

During the FY 2025/2026, the Director commits to register and promptly resolve public complaints referred to the Department directly or channelled through other sources by undertaking the following:

S/NO.	SUB-INDICATOR	TARGET	OUTPUTS
i.	Resolution of all complaints received.	60%	Complaints resolved.
ii.	Requests on access to information received processed.	20%	Requests on access to information received processed.
iii.	Quarterly reports on resolution of complaints and processing of requests on access to information submitted to the Office of the Chief Officer P&MA/ICT, for onward submission to the Commission on Administrative Justice (CAJ).	20%	Quarterly reports on resolution of public complaints and submittal letters.
	TOTAL	100%	

C. INSTITUTIONAL TRANSFORMATION

C1. Development of County Planning Framework

During the FY 2025/2026, the Director commits to develop the following planning frameworks for efficiency in the directorate operations:

S/NO.	SUB-INDICATOR	TARGETS	OUTPUTS
i.	Directorate procurement plan.	40%	Procurement plan in place.
ii.	Participation in the development of the 2026/2027 ADP.	30%	Report on participation of the development of FY 2026/2027 ADP.
iii.	Develop a draft Directorate Strategic Plan for 2026-2027.	30%	Draft Directorate Strategic Plan for 2026-2027.
	TOTAL	100%	

C2. Competence Development

The Director is committed to the systematic enhancement of skills and proficiencies in order to address career progression of individual employees and improve institutional performance. In this regard, the Director commits to the following:

S/NO.	SUB-INDICATOR	SCORE	OUTPUTS
i.	Design training programs based on TNA	60%	Training program/plan
ii.	Implement the training program based on TNA	40%	Training report
	TOTAL	100%	

C3. Knowledge Management

During the FY 2025/2026, the Director commits to the following:

S/NO.	SUB-INDICATOR	SCORE	OUTPUTS
i.	Participation in the development of a County Policy on Knowledge Management to be	40%	A report on participation in the

	spearheaded by the Office of the CCO,		development of a County Policy on Knowledge Management.
ii.	Participation in a baseline survey on the level of Knowledge Management awareness and capacity needs assessment to be spearheaded by the Office of the CCO.	40%	A report on participation in a baseline survey on the level of Knowledge Management awareness and capacity needs assessment.
iii.	Participation in the development of Knowledge Management action plans with appropriate monitoring and reporting framework spearheaded by the Office of the CCO.	20%	A report on participation in the development of Knowledge Management action plans with appropriate monitoring and reporting framework.
	TOTAL	100%	

C4. Cascading of Performance Contracts

During the contract period, the Director commits to cascade the first level Performance Contract as follows:

S/NO.	SUB-INDICATOR	TARGET	OUTPUTS
i.	Sign a performance contract with the County Chief Officer.	20%	Signed PC.
ii.	Sign a performance contract with the County Chief Officer witnessed by the CECM.	30%	Signed PC.
iii.	The Director to sign Staff Performance Appraisal for all other officers in all cadres.	50%	SPAS in place.
	TOTAL	100%	

D. CORE MANDATE

D1. Policy Development

During the FY 2025/2026, the Director commits to development of the following:

S/NO.	SUB-INDICATOR	TARGET	OUTPUTS
	Tana River County Access to Information Act developed.	100%	Tana River County Access to Information Act in place.
	TOTAL	100	

D2. Cohesion and Peace Building Undertaken.

During the FY 2025/2026, the Director commits to the following:

S/NO.	SUB-INDICATOR	TARGET	OUTPUTS
i.	Public Barazas on cohesion and peace building in the communities held.	50%	A report on public Barazas on cohesion and peace building in the communities.
ii.	Community awareness/sensitization on Government programmes and projects conducted.	50%	A report on community awareness/sensitization on Government programmes and projects.
	TOTAL	100	

D3. National Celebrations Held

During the FY 2025/2026, the Director commits to the following:

S/NO.	SUB-INDICATOR	TARGET	OUTPUTS
i.	National celebrations (Madaraka, Mashujaa and Jamhuri Days) organized and held.	100%	A report on National celebrations held.
	TOTAL	100	

D4. Inter-County Dialogue on Border Conflicts Undertaken
During the FY 2025/2026, the Director commits to the following:

S.NO.	SUB-INDICATOR	TARGET	OUTPUTS
i.	Inter-County dialogue meetings conducted in liaison with multi-agencies.	60%	A report on the Inter-County dialogue meetings.
ii.	Security and incidents monitoring undertaken.	40%	Reports on security and incidents monitoring.
	TOTAL	100	

D5. Recruitment and Deployment of Village Administrators Undertaken
During the FY 2025/2026, the Director commits to the following:

S.NO.	SUB-INDICATOR	TARGET	OUTPUTS
i.	Village units established.	70%	Report on establishment of village units.
ii.	Recruitment and deployment of Village Administrators (Three (3) per ward) through the County Public Service Board.	30%	45 Village Administrators recruited and deployed.
	TOTAL	100	

D6. Disaster Management

The Director is committed to the mainstreaming of disaster risk management in its policies, programmes, projects and activities to effectively manage loss of livelihood and lives in the event of a disaster. In this regard, the Director commits to the following:

S.NO.	SUB-INDICATOR	TARGET	OUTPUTS
i.	Participation in the disaster risk assessment and update of the risk profiles to be spearheaded by the Directorate of Special Programmes in the Office of the Governor.	40%	Report on participation in the disaster risk assessment.
ii.	Participation in the development of a disaster response plan to be spearheaded by the Directorate of Special Programmes in the Office of the Governor	10%	Report on participation in the development

iii.	Interventions in the disaster response plan implemented	50%	of a disaster response plan. Report on implementation of the disaster response plan.
	TOTAL	100	

D7. Youth Empowerment Initiatives

During the FY 2025/2026, Director commits to promote youth empowerment through the following initiatives:

S.NO.	SUB-INDICATOR	TARGET	OUTPUTS
i.	Effective civic participation, community engagement and representation supported.	25%	Report on effective civic participation, community engagement and representation.
ii.	Youth unemployment, underemployment, and inactivity addressed through the Economic Stimulus Program.	50%	Report on youth unemployment, underemployment, and inactivity addressed through the Economic Stimulus Program.
iii.	Creativity, talent identification and innovative development undertaken in collaboration with the Department of Education, Vocational Training, Youth, Sports, Gender and Social Services.	25%	Report on youth creativity, talent identification and innovative development.
	TOTAL	100	

Project Completion Rate

During the contract period, the Director commits to undertake the following projects:

S.N	Project Name	Project Description	Location	Total Estimate d Cost (Kshs. M)	Curren t Status (%)	Allocatio n for FY 2025/26 (Kshs. M)	Expected Dellverable s (Outputs) for FY 2025/26
1	Proposed construction of Sub- County Office and ICT Centre	Construction of Sub- County Office and ICT Centre	Hirimani Ward	20	0	20	Sub-county office and ICT Centre constructed at 100%
2	Proposed construction of Ward Administrator' s Office	Construction of Ward Administrator' s Office	Moyebuy a	10	0	10	Ward Administrator' s Office constructed at 100%
3	Proposed construction of toilet and fencing of Ward Administrator' s Office	Proposed construction of toilet and fencing of Ward Administrator' s Office	Kipini East	4	0	4	Toilet and fencing of Ward Administrator' s Office constructed at 100%
4	Proposed purchase of motorcycles for Ward Administrato rs	Purchase of motorcycles	Each Sub-County	4.2	0	4.2	Motorcycles purchased

D9. Productivity Improvement

The Director is committed to the measurement of the efficiency and effectiveness of resources (labour, capital, technology and systems) utilization in converting inputs into quality outputs. In this regard, the Director commits to support the establishment of a County-wide baseline Productivity Index (100%), established by the CCO.

E. GOVERNOR'S DIRECTIVES

E. Governor's Directives Implemented

The Director commits to implement the Directive on National Tree Growing Restoration Campaign, in line with the Governor's commitment on Implementation of Specific National Government Policies on Natural Resource Protection and Conservation in Tana River County and any other Directive that may be communicated, as follows:

S.No.	Directive Name	Directive Description	Date Issued	Directive Timelines	Estimated Cost (Kshs.)	Allocation for Current FY (Kshs.)	Expected Deliverables
1.	National Tree Growing Restoration Campaign	To grow 15 billion trees for restoration of 10.6 million hectares by 2032. This initiative is expected to increase the forest and tree cover from 12% to 30% by 2032.	21st December, 2022	30 th June, 2026	360,000.00	360,000.00	i) Minimum allocated trees grown – 3,600 seedlings (70%); and ii) Key stakeholders mobilized to grow trees, in liaison with the Department of Environment and Climate Change (30%).

F. AFFIRMATIVE ACTION IN GOVERNMENT PROCUREMENT

F1. Access to Government Procurement Opportunities

The Director is committed to the empowerment of Youth, Women and Persons with Disabilities (PWDs). In this regard, the Director commits to allocate and award a minimum of 30% of the total procurement budget of Kshs. 24,150,000 translating to Kshs 7,245,000 and a further 2% of the 30% translating to Kshs. 144,900.

In addition, the Director commits to facilitate achievement of the target by undertaking the following:

- i. Build the capacity of the three (3) target groups through training on Government Procurement procedures, requirement for accessing Government procurement opportunities on the specific opportunities available;
- ii. Pre-qualify the registered groups as affirmative action; and
- iii. Submit to PPRA a summary of the procurement opportunities allocated to the target groups in the format provided on the PPRA website (quarterly, bi-annually).

F2. Promotion of Local Content in Procurement

The Director is committed to the promotion of consumption of locally produced goods and services that will contribute to, among others, employment creation and growth of local industries. In this regard, the Director commits to allocate and award a minimum of 40% of the total procurement budget of Kshs. 24,150,000 translating to Kshs. 9,660,000.

G. CROSS-CUTTING ISSUES

G1. Youth Internships and/or Industrial Attachment

The Director is committed to the progressive engagement of the Youth in Internship and/or Industrial Attachment Programmes for skills transfer. In this regard, the Director commits to engage a total of 20 Youths on Industrial Attachment.

G2. Work Environment

The Director is committed to the improvement of physical work areas and facilities as well as the immediate surrounding of the work place, including social, psychological, environmental as well as ergonomic factors. In this regard, the Director commits to the following:

S/NO.	SUB-INDICATOR	TARGET	OUTPUTS
i.	Maintain sanitation and hygiene in the Department's offices and compounds.	20%	A clean working environment.
ii.	Procure office equipment, furniture and work space for staff.	30%	Well-equipped offices.
iii.	Construct Tana North Sub- County Office and ICT Centre	50%	Office constructed.
	TOTAL	100	

G3. Compliance with Statutory Obligations

The Director is committed to the compliance with laws and regulations governing the Department's operations, but not limited to the following:

S/NO.	SUB-INDICATOR	TARGET	OUTPUTS
	Public Procurement and Asset Disposal Act, 2015: Development and adherence to the procurement plan.	100%	Obsolete government stores identified.
	TOTAL	100	



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COUNTY GOVERNMENT OF TANA RIVER**

PERFORMANCE CONTRACT

BETWEEN

COUNTY CHIEF OFFICER ,OFFICE OF THE GOVERNOR

AND

THE COUNTY DIRECTOR , PARTNERSHIPS AND LINKAGES

FOR THE PERIOD

1ST JULY 2025 TO 30TH JUNE 2026

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**REPUBLIC OF KENYA
COUNTY GOVERNMENT OF TANA RIVER**

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PREAMBLE

This Performance Contract (hereinafter referred to as "Contract") is entered into between the County Government of Tana River (hereinafter referred to as ("County Government")) represented by H.E. the Governor of P.O. Box 29-70101 HOLA (together with its assignees and successors) of the one part, and the Governorship represented by the County Secretary (herein referred to as the CS) of P.O Box 29 – 70101 HOLA (together with its assignees and successors) of the other part.

WHEREAS:

The County Government is committed to ensuring that public offices are well managed and they are effective in delivering quality services to the public in line with provisions of the Constitution of Kenya;

The County Government recognizes that the Governorship hold a key role in the implementation of the County priorities in order to improve the quality of life of the citizens and contribute to making Kenya globally competitive;

The purpose of this Performance Contract is to establish the basis for ensuring that efficient and effective services are delivered to the people of Tana River County in line with the provisions of the Constitution. The Governorship is required to adopt systems that enable innovativeness and adaptability of public services to the needs of users through digitalization of services;

This Performance Contract therefore represents a basis for continuous performance improvement that meets the needs and expectations of the County residents.

Therefore, the parties hereto agree as follows:

Part I: Statement of Responsibility by the County Director of Partnerships and Linkages
The Mandate of the Governorship as derived from the County Governments Act of 2012 Section 44 and the Executive Order No.1 of 2022 is to:

1. Head the County Public Service;
2. Be responsible for arranging the business and keeping the minutes of the Executive Committee;
3. Convey the decisions of the County Executive Committee to the appropriate persons or authorities;
4. Preparing Policies, Legislation and Regulations for consideration and approval by the County Assembly;
5. Implementing relevant National and County Legislation;
6. Providing the County Assembly with regular reports on matters relating to the County;
7. Managing and coordinating the functions of the County Departments and all decentralized units and agencies;
8. Establish and name or abolish County Departments and determine the objects, purpose and number of Departments or varying any Department; and
9. Provide the required leadership in designing suitable plans and strategies for sustainable socio- economic development.

Part II: Vision Statement, Mission Statement and Strategic Objectives

a) **Vision Statement**

A secure, just cohesive democratic, accountable, transparent and conducive environment for a globally competitive and prosperous County.

b) **Mission Statement**

To provide visionary political leadership that will facilitate the desired social, political and economic positive change development.

c) **Strategic Objectives**

The strategic objectives of the Governorship are to:

- i) Coordinate implementation of County programs and activities to achieve set goals and objectives;
- ii) Implement policies and plans that strengthen mitigation and response to disaster;

- iii) Pursue and implement policies that promote peaceful co-existence and cohesion in the County;
- iv) Strengthen mechanisms to secure county property, enforce County laws and counter violent extremism;
- v) Strengthen partnerships, liaison, linkages, intra-governmental relations, cooperation and consultations to maximise on shared resources;
- vi) Monitor and evaluate County projects and programs for value addition and service delivery; and
- vii) Strengthen legal services.

Part III: Statement of Strategic Intent by the County Director of Partnerships and Linkages

In carrying out my duties, I intend to put all my efforts towards contributing effectively and efficiently to the achievement of the County development agenda as espoused in the Kenya Vision 2030 and CIDP III, keeping in mind the specific priorities of the Governorship.

Bearing in mind the imperative of inclusivity, I will implement the following Strategic Intent during the contract period:

1. Strengthen the County service delivery;
2. Plan, mitigate and adapt County systems to handle disaster and build resilience;
3. Develop a feedback mechanism for compliments, complaints, grievances and redress for County stakeholders;
4. Develop corruption mitigation mechanism in the Public Service;
5. Provide timely and effective Public Communication to promote County programs and activities; and
6. Strengthen safety of Government critical infrastructure, enforce County laws and counter violent extremism.

Part IV: Commitments and Obligations of the County Government

- a) Acknowledgement of receipt of correspondence and approval of requests are made within the timelines stipulated in the Citizens' Service Delivery Charter.
- b) Release of budgetary allocation within three (3) days after exchequer receipt.

Part V: Reporting Requirements

The County Director for partnerships and Linkages shall prepare and submit Quarterly and Annual performance reports in the prescribed format to the designated agencies with copies to the Council of Governors as specified in Section 2.9.3 of the County Governments Performance Contracting Guidelines for the purpose of monitoring progress and annual performance evaluation.

Part VI: Duration of the Performance Contract

The Performance Contract will run for one Financial Year from 1st July, 2025 to 30th June, 2026.

Part VII: Signatories to the Performance Contract

For and on behalf of the Governorship

SIGNATURE:  **DATE:** 11/12/2025

DENNIS MICHAEL DHADHO

COUNTY DIRECTOR, PARTNERSHIPS AND LINKAGES

For and on behalf of the County Government

SIGNATURE:  **DATE:** 11/12/2025

SALIMA OMARA MAKURU

TANA RIVER COUNTY

ANNEX 1: PERFORMANCE CONTRACT MATRIX FOR OFFICE OF THE GOVERNOR

S/NO.	PERFORMANCE CRITERIA AND INDICATORS	UNIT OF MEASURE	WEIGHT (%)	CURRENT STATUS FY 2024/2025	ANNUAL TARGET FY 2025/2026
A	Financial Stewardship				
	A1. Absorption of Allocated Funds (GoK)	%	5	98.54	100
	A2. Absorption of Externally Mobilized funds	%	3	0	100
	A3. Pending Bills Ration	%	2	13.26	≤ 1
	Weight Sub-Total		10		
B	Service Delivery				
	B1. Implementation of Citizens' Service Delivery Charter	%	3	60	100
	B2. Digitalization of Government Services	%	3	12.5	100
	B3. Resolution of Public Complaints	%	2	20	100
	Weight Sub-Total		8		
C	Institutional Transformation				
	C1. Development of County Planning Framework	%	3	87.5	100
	C2. Competence Development	%	3	0	100
	C3. Knowledge Management	%	2	0	100
	C4. Cascading of Performance Contracts	%	2	50	100
	Weight Sub-Total		10		

S/NO.	PERFORMANCE CRITERIA AND INDICATORS	UNIT OF MEASURE	WEIGHT (%)	CURRENT STATUS FY 2024/2025	ANNUAL TARGET FY 2025/2026
	Core Mandate				
D1.	Governor's Press Service	%	6	N/A	100
D2.	Partnerships Development and Management	%	6	N/A	100
D3.	Liaison and Inter-Governmental Relations Enhanced	%	6	N/A	100
D4.	County Service Delivery Enhanced	%	8	N/A	100
D5.	Law Enforcement, Peace Building and Conflict Resolution Undertaken	%	10	30	100
D6.	Disaster Preparedness, Planning, Mitigation and Adaptation Undertaken	%	10	N/A	100
D7.	Legal Services Undertaken	%	5	N/A	100
D8.	Disaster Management	%	2	65	100
D9.	Customer Satisfaction	Report	2	60	100
D10.	Youth Empowerment Initiative	%	2	0	100
D11.	Productivity Improvement	%	3	NA	100
	Weight Sub-Total		60		
E	Governor's Directives				
	E1. Governor's Directives Implemented	%	2	NA	100
	Weight Sub-Total		2		
F	Affirmative Action in Government Procurement				
	F1. Access to Government Procurement Opportunities	Kshs	2	0	48,863,209.20
	F2. Promotion of Local Content in Procurement		2	0	65,150,945.60
	Weight Sub-Total		4		
G	Cross-Cutting Issues				

S/NO.	PERFORMANCE CRITERIA AND INDICATORS	UNIT OF MEASURE	WEIGHT (%)	CURRENT STATUS FY 2024/2025	ANNUAL TARGET FY 2025/2026
	G1. Youth Internship/Industrial Attachment/Apprenticeships	No.	15	16	20
	G2. Work Environment	%	15	80	100
	G3. Compliance with Statutory Obligations	%	1	75	100
	G4. Asset Management	%	2	70	100
	Weight Sub-Total		6		
	OVERALL TOTAL WEIGHT		100		

ANNEX II: EXPLANATORY NOTES FOR THE PERFORMANCE INDICATORS

A. FINANCIAL STEWARDSHIP

A1. Absorption of Allocated Funds (GoK)

The County Secretary commits to absorb 100% of the FY 2025/2026 budget of KES. 422,272,274 all of which is recurrent, for programmes, projects and activities for which the funds were appropriated and planned for.

A2. Absorption of Externally Mobilized Resources

During the FY 2025/2026, the CS commits to absorb 100% of the externally mobilized resources in cash and in-kind amounting to Kshs 5, 000,000, for programmes, projects and activities for which the funds were appropriated and planned for.

A3. Pending Bills Ratio

The County Secretary commits to ensure that there will be no pending bills and if any, it will not exceed 1% of the actual budgetary allocation of Kshs 427,272, 274 translating to Kshs.4, 272,722.74.

B. SERVICE DELIVERY

B1. Implementation of Citizens' Service Delivery Charter

The CS is committed to deliver services promptly, effectively, impartially, equitably and progressively improve customer experience by undertaking the following:

- i) **Display the Citizens' Service Delivery Charter prominently at key points of entry/service delivery points in both English and Kiswahili using the prescribed format (10%)**
- ii) **Cascade the Citizens' Service Delivery Charter to all Directorates in the Office of the Governor and the five (5) Sub-County Administrative Units (10%);**
- iii) **Customise the Citizens' Service Delivery Charter to unique needs and convenient access of the customers by providing mechanisms for sign language, audio recordings of the Charter and uploading it on the County website (20%);**
- iv) **Sensitize all staff in the Office of the Governor on the contents of the Citizens' Service Delivery Charter (10%); and**

- v) Ensure conformity with the commitments and standards in the Citizens' Service Delivery Charter by establishing compliance to the commitments stipulated in the Charter through undertaking quarterly monitoring, analyzing and compiling compliance quarterly reports (50%).

B2. Digitization of Government Services

The CS commits to accelerating the adoption of ICT solutions to provide easy access, convenience and efficiency in service delivery through the following:

- i) Customer-facing and back-office services identified and prioritized for Business Process Re-engineering (BPR) (10%);
- ii) Business processes for at least 25% of the prioritized services re-engineered (45%);
- iii) At least 25% of the re-engineered services digitalized (25%); and
- iv) Digitalized customer facing services on-boarded onto the County online platforms where applicable (20%).

B3. Resolution of Public Complaints

The CS is committed to promptly address and resolve public complaints referred to the Office of the Governor directly or channelled through the Commission on Administrative Justice (CAJ). In this regard, the CS commits to the following:

- i) Resolution of all complaints received (60%);
- ii) Requests on access to information received processed (20%); and
- iii) Quarterly reports on resolution of complaints and processing of requests on access to information submitted to the CAJ (20%).

C. INSTITUTIONAL TRANSFORMATION

C1. Development of County Planning Framework

The CS is committed to the development of relevant County planning frameworks to guide planning and budgeting in the Office of the Governor. The plans will be aligned to the CIDP 2023-2027 as well as the Governorship budget for the FY 2025/2026. In this regard, the CS commits to participate in the development of County Planning frameworks to be spearheaded by the County Department of Finance and Economic Planning (100%).

C.2: Competence Development

The CS is committed to the systematic enhancement of skills and proficiencies in order to address career progression of individual employees and improve institutional performance. In this regard, the CS commits to the following:

- i) Institutional Skills Gap Analysis undertaken (20%);
- ii) Staff Training Needs Assessment undertaken (10%);
- iii) Interventions to address the identified skills gaps and training needs implemented through capacity building/training, coaching and mentoring (30%);
- iv) Employee Performance Management undertaken through the following:
 - a) Individual employees' annual performance targets for the FY 2025/2026 set using the prescribed format by 31st July, 2025 (10%);
 - b) Staff Performance Appraisal for all employees undertaken and an appraisal report for the FY 2024/2025 compiled by 31st August, 2025 (15%); and
 - c) An action plan developed and the recommendations emanating from the staff appraisal reports implemented (15%).

C.3 Knowledge Management

During the contract period, the CS commits to the following:

- i) **Development of a County policy on Knowledge Management (40%);**
- ii) **Conduct a County baseline survey on the level of Knowledge Management awareness and capacity needs assessment (40%), and**
- iii) **Development of Knowledge Management action plans with appropriate monitoring and reporting framework (20%).**

CS: Cascading of Performance Contracts

In order to enhance implementation of Performance Contracting in the Office of the Governor, the CS commits to cascade the first level Performance Contract as follows:

- i) **CS and the Chief of Staff, CS and Chief Officer, Special Programmes; CS and Chief Officer, Enforcement (20%);**
- ii) **Chief of Staff and Directors (20%);**
- iii) **Chief Officer, Enforcement and Enforcement Staff (10%); and**
- iv) **Directors to sign Staff Performance Appraisals with the staff under them (50%).**

D. CORE MANDATE

D1. Governor's Press Service

The CS is committed to enhance County communication, visibility and public engagement by providing timely, accurate and professional information on County policies, programmes and projects. In this regard, the County Secretary commits to the following:

- i) **Media coverage of Governor's functions (20%);**
- ii) **Communication strategy developed (30%);**
- iii) **County communication plan developed and implemented (30%) and**
- iv) **Achievements for County flagship projects documented and disseminated to the citizens (20%).**

D2. Partnerships Development and Management

The CS is committed to strengthening collaboration and resource mobilization with development partners, the private sector and civil society to enhance service delivery and socio-economic growth. In this regard, the CS commits to the following:

- i) A total of Kshs. 5,000,000 mobilized through development partners, the private sector and civil society (20%);
- ii) County stakeholder engagement plan developed (20%);
- iii) Resource mobilization strategy developed (20%);
- iv) County investors' vetting guidelines developed (20%) and
- v) Two (2) stakeholder engagement forums undertaken (20%).

D3. Liaison and Inter-Governmental Relations Enhanced

The CS is committed to strengthen liaison and inter-governmental relations to enhance collaboration and coordination between the County Government, National Government, agencies and regional economic blocs. In this regard, the CS commits to the following:

- i) A liaison framework established for efficient engagement with National as well as County Governments (40%);
- ii) All inter-governmental agreements documented to ensure alignment with County priorities, programmes and projects (40%); and
- iii) Three (3) structured inter-governmental forums held to harmonize inter-governmental relations (20%).

D4. County Service Delivery Enhanced

The CS is committed to the enhancement of delivery of efficient services to the citizens. In this regard, the CS commits to the following:

- i) County service delivery dashboard developed for real-time monitoring implementation of County projects, programmes and service delivery initiatives (30%);
- ii) Annual Customer Service week held at the County Headquarters (20%);
- iii) Implementation of service delivery initiatives focusing on the Governor's manifesto (30%); and
- iv) Assessment of the impact of service delivery initiatives undertaken (20%).

D5. Law Enforcement, Peace Building and Conflict Resolution Undertaken

The CS is committed to enforce relevant County and National laws to enhance protection of County property and conflict resolution. In this regard, the CS commits to the following:

- i) County security audit conducted (20%);**
- ii) County security implementation plan developed (10%);**
- iii) Recommendations in the security implementation plan implemented (10%);**
- iv) Tana River Peace Building and Conflict Resolution Policy developed (30%) and;**
- v) Regulations for Tana River Enforcement and Inspectorate Services developed (30%).**

D6. Disaster Preparedness, Planning, Mitigation and Adaptation Undertaken

The CS is committed to increasing resilience to disasters in the County by undertaking the following:

- i) Disaster preparedness enhanced through investment in early warning systems (30%);**
- ii) Re-construction and recovery undertaken to mitigate against disasters (40%); and**
- iii) Community resilience built and sustained as part of disaster risk management (30%).**

D7. Legal Services Undertaken

The CS is committed to undertake the following:

- i) Accounting officers and AIE holders sensitized on legal matters pertaining to their operations (20%);**
- ii) County Bills, Policies and Regulations submitted to the County Assembly for approval and gazettelement within the stipulated timelines (20%);**
- iii) County Bills, Policies and Regulations disseminated to stakeholders (30%); and**
- iv) Alternative dispute resolution mechanisms developed and implemented (30%)**

D8. Disaster Management

The CS is committed to the mainstreaming of disaster risk management in the County to effectively manage loss of livelihoods and lives in the event of a disaster. In this regard, the CS commits to the following:

- i) Disaster risk assessment undertaken and the risk profiles updated (20%);
- ii) Disaster Response plan developed (20%);
- iii) Interventions in the Disaster Response Plan implemented (20%);

D9. Customer Satisfaction

The CS is committed to evaluate how well public resources are being used to meet the needs of the customers in order to determine how to improve service delivery in the County. In this regard, the CS commits to participate in a county-wide customer satisfaction survey to be undertaken by the Department of Public Service Management, Administration, ICT, Protocol and Public Communication (100%).

D8. Youth Empowerment Initiatives

The CS is committed to promote Youth empowerment by addressing youth unemployment, underemployment and inactivity, while also instilling positive values and leadership qualities among the Youth. In this regard the CS commits to the following:

- i) Positive morals, values, patriotism and volunteerism for transformative leadership entrenched (50%); and
- ii) Effective civic participation, community engagement and representation supported (50%).

D11. Productivity Improvement

The CS is committed to the measurement of the efficiency and effectiveness of resources (labour, capital, technology and systems) utilization in converting inputs into quality outputs. In this regard, the CS commits to participate in the establishment of a County-wide Baseline Productivity Index to be undertaken by the Department of Public Service Management, Administration, Devolution, ICT, Protocol and Public Communication (100%).

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E. GOVERNOR'S DIRECTIVES

E1. Governor's Directives

The CS is committed to the implementation of the Directive on National Tree Growing Restoration Campaign, in line with the Specific National Government Policies on Natural Resource Protection and Conservation in Tana River County and any other Directive that may be communicated, as follows:

S/No	Directive Name	Directive Description	Date Issued	Directive Timelines	Estimated Cost (Kshs.)	Allocation for Current FY(Kshs.)	Expected Deliverables
1.	National Tree Growing Restoration Campaign	To grow 15 Billion trees for restoration of 10.6 Million hectares by 2032. This initiative is expected to increase the forest cover from 12% to 30% by 2032.	21 st December, 2022	30 th June, 2026	200,000.	200,000	i) Minimum allocated trees grown- 1,500 (70%) ii) Key stakeholders mobilized to grow trees in liaison with the Department of Environment and Climate Change (30%)

F. AFFIRMATIVE ACTION IN GOVERNMENT PROCUREMENT

F1. Access to Government Procurement Opportunities

The CS is committed to the empowerment of Youth, Women and Persons with Disabilities (PWDs). In this regard, the CS commits to allocate and award a minimum of 30% of the total procurement budget of Kshs 162,877,364 translating to Kshs 48, 863, 209.20 and a further 2% of the 30% translating to Kshs 977, 264. to PWDs. In addition, the CS commits to undertake the following:

- i) **Build the capacity of the three (3) target groups through training on Government procurement procedures, requirement for accessing Government procurement opportunities to the specific opportunities available;**
- ii) **Prequalify the registered groups as affirmative action; and**
- iii) **Submit to PPRA a summary of the procurement opportunities allocated to the target groups in the format provided on the PPRA website.**

F2. Promotion of Local Content in Procurement

The CS is committed to the promotion of consumption of locally produced goods and services that will contribute to, among others, employment creation and growth of local industries. In this regard, the CS commits to allocate and award a minimum of 40% of the total procurement budget of Kshs 162, 877, 364 translating to Kshs 65,150,945.60 to locally produced goods. In addition, the CS commits to prepare and submit quarterly progress reports on the implementation of this performance indicator to the Department of Tourism, Culture, Heritage, Coordination of Wildlife Conservation, Trade and Industrialization.

G. CROSS CUTTING ISSUES

G1. Youth Internship/ Industrial Attachment/ Apprenticeships

The CS is committed to the progressive engagement of the Youth in Internship and Industrial Attachment Programmes for skills transfer. In this regard, the CS commits to engage a total of 20 Youth on Industrial Attachments.

G2. Work Environment

The CS is committed to the improvement of physical work areas and facilities as well as the immediate surrounding of the work place, including social, psychological, environmental as well as ergonomic factors. In this regard, the CS commits to the following:

- i) An internal work environment survey carried out and a work plan for implementation of the recommendations prepared (50%);
- ii) The survey recommendations implemented as per the work plan (50%)

G3. Compliance with Statutory Obligations

The CS is committed to the full compliance with laws and regulations governing the operations of the Office of the Governor, but not limited to the following:

- i) **Public Procurement and Asset Disposal Act, 2015 through (20%);**
 - a) Development and adherence to the procurement plan (10%),
 - b) Submission of the plan to the Public Procurement Regulatory Authority (PPRA) through the Department of Finance and Economic Planning by 31st August, 2025 (5%),
 - c) **Submission of Bi-annual Procurement Plan implementation reports to the Authority through the Department of Finance and Economic Planning in the format provided in the PPRA website – www.tenders.go.ke (5%).**
- ii) **Remittance of statutory deductions (80%) – these will include, but not limited to, repayment of HELB dues by beneficiary employees, statutory taxes, SHIF, NSSF, Provident Funds, Gratuity, PAYE, SACCO as well as Bank remittances.**

G4. Asset Management

The CS is committed to ensure that adequate asset management structures and systems are in place for prudent management of public assets for optimum economic and social benefits to the public. The CS therefore commits to the following:

- i) **Inventory of assets established/updated (30%);**
- ii) **Assets ownership documents acquired (30%); and**
- iii) **Idle and obsolete assets identified and submitted to the Department of Finance and Economic Planning for disposal (40%).**

In addition, the CS will submit quarterly and annual reports to the Department of Finance and Economic Planning for onward submission to the National Treasury using the prescribed format by email

nalm@treasury.go.ke